

S' MP TER AT A ME. 100 EU REGISTER THIS ACCOUNT ONTO TO CONNECT TO FIG. 54 ENTER YOUR PASSUCR AD U SER NAME: E PASSW STAMPS.COM LOGIN

FIG.5C

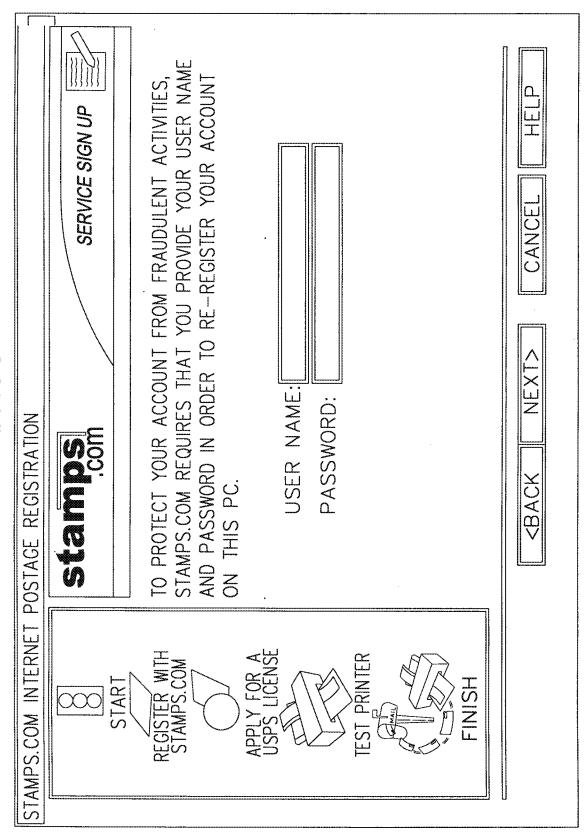
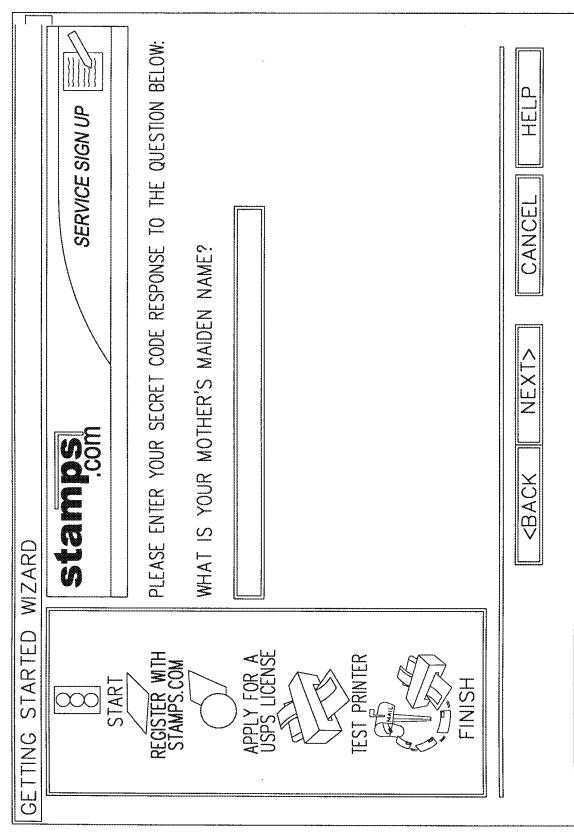


FIG.5D



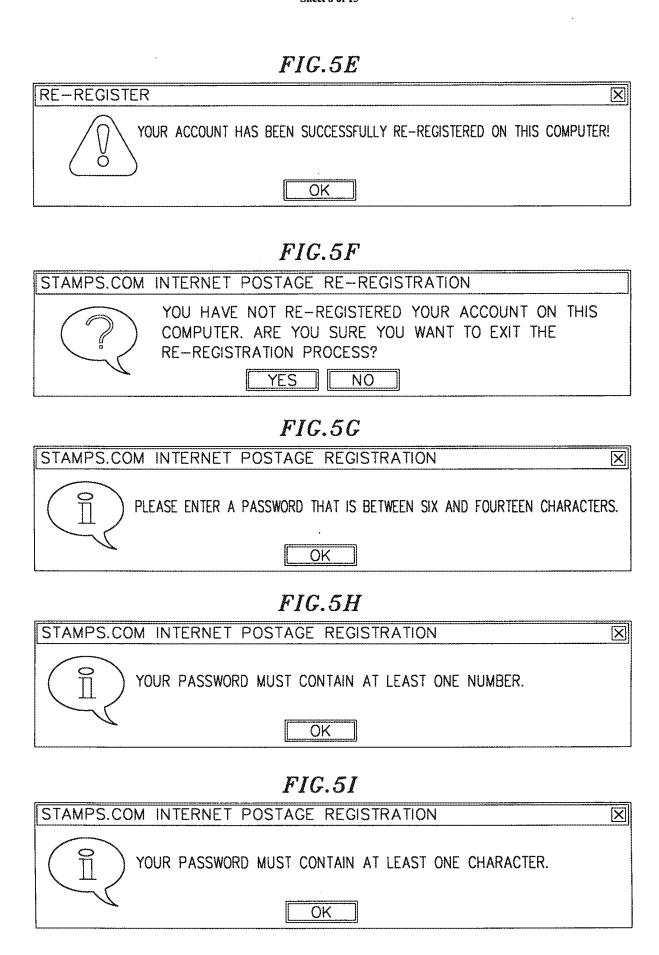
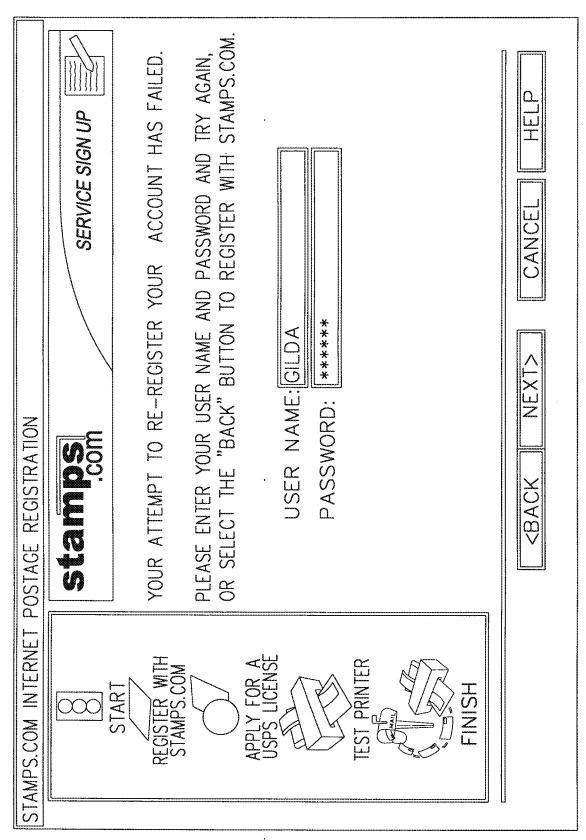
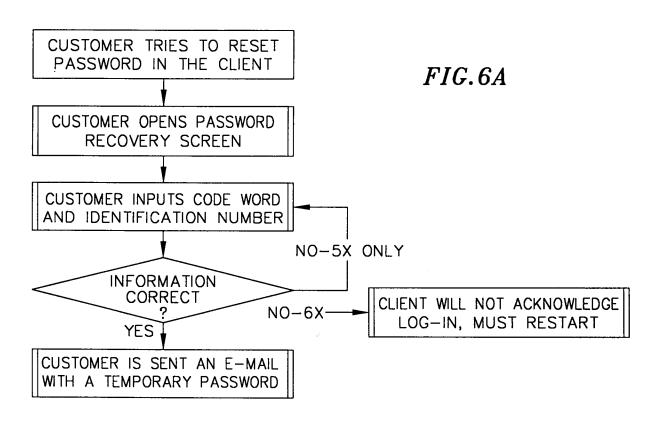


FIG.51





CUSTOMER CALLS CUSTOMER
SUPPORT TO RESET PASSWORD

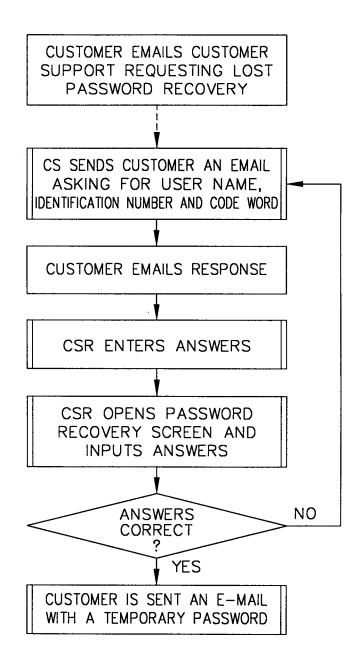
CSR OPENS PASSWORD
RECOVERY SCREEN

CSR ASKS CUSTOMER THEIR
CODE WORD QUESTION, USER NAME,
AND IDENTIFICATION NUMBER

CUSTOMER
ANSWERS QUESTIONS
CORRECTLY
YES

CUSTOMER IS SENT AN E-MAIL
WITH A TEMPORARY PASSWORD

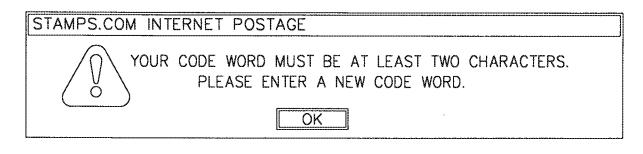
FIG.6C



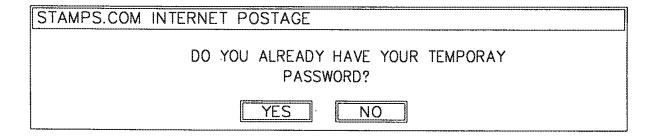
# FIG.7A

STAMPS.COM INTERNET POSTAGE				
PLEASE SUPPLY A CODE WORD THAT WILL HELP US IDENTIFY YOU.				
CODE WORD MOTHER'S MAIDEN NAME CODE WORD:  TYPE:  PET NAME FAVORITE VACATION SPOT FAVORITE HOLIDAY				
<back next=""> CANCEL</back>				

### FIG.7B



### FIG.7C



Appl. No. 09/692,747 Amdt. Dated January 16, 2007 Notice of Allowance Dated December 26, 2006 Replacement Sheet 13 of 15

### FIG.7D

FIG.7D					
STAMPS.COM INTERNET POSTAGE					
PLEASE ENTER YOUR TEMPORARY PASSWORD AND THE NEW PASSWORD YOU HAVE SELECTED.					
TEMPORARY PASSWORD:					
NEW PASSWORD:					
CONFIRM NEW PASSWORD:					
<u>OK</u>					
FIG.7E					
PASSWORD RECOVERY					
PLEASE ANSWER THE FOLLOWING QUESTIONS:					
WHAT IS YOUR <mother's maiden="" name="">?</mother's>					
WHAT ARE THE LAST FOUR DIGITS OF YOUR <tax identification="" number="">?</tax>					
OK CANCEL					
FIG.7F					
STAMPS.COM INTERNET POSTAGE					
THE INFORMATION YOU ENTERED WAS INCORRECT.  PLEASE TRY AGAIN.					
L OK					
FIG.7G					
CONFIRMATION					
YOUR ENTRY HAS BEEN CONFIRMED! A					

YOUR ENTRY HAS BEEN CONFIRMED! A TEMPORARY PASSWORD HAS BEEN SENT TO <BLAHBLAH@BLEH.COM>. YOU MUST EXIT AND LOG BACK IN TO USE THIS NEW PASSWORD.

OK

### FIG. 8A

NAME	USER NAME	USER ID	METER #		
DOE, JOHN	JOHNNY	38745942	3458250533		
PASSWORD R	ECOVERY				
ENTER THE CUSTOME	R'S CODE WORD AND LAST	4 DIGITS OF THE IDE	NTIFICATION NUMBER.		
WHAT IS YOUR	<mother's 1<="" maiden="" td=""><td>NAME&gt;?</td><td></td></mother's>	NAME>?			
	LAST 4 DIGITS OF YNTIFICATION NUMBER:				
THE CUSTOMER CONTACTED YOU BY:  PHONE OEMAIL					
OK CANCEL					

### FIG.8B

THE INFORMATION ENTERED WAS INCORRECT.
PLEASE TRY AGAIN.

OK

# FIG.8C

#### CONFIRMATION

THIS INFORMATION HAS BEEN CONFIRMED. A TEMPORARY PASSWORD HAS BEEN SENT TO THIS CUSTOMER AT <BLAHBLAH@BLEH.COM>

OK

FIG.9

